



***Putting Your Business Ahead of the Curve***

STL Office Solutions, Inc. (STL) is a Woman-Owned Small Business which employs a unique combination of people, process and technology to provide Professional Services, Commercial Staffing, Business & Technology Solutions, and Data Center Services for business and institutional partners who need to grow or improve operational efficiency. STL provides cutting-edge products and services to commercial and Federal organizations ranging from small and mid-sized up to Fortune 100.

Headquartered in Bloomington, IL, STL also has offices in Peoria and O'Fallon, IL, as well as Appleton and Green Bay, WI.

STL is organized into four business units, each one complementing the other, allowing us to meet the unique needs of each of our clients. A central theme to each brand is our ability to precisely match resource, operational, and budget requirements to help our clients meet their objectives.

### **Professional Services**

With over 15 years of IT Professional Services experience, STL has been servicing clients ranging from enterprise-level Fortune 50 companies to small and medium sized businesses. In many cases, STL competes with large national and international staffing organizations, supplying candidates and services at the same level, if not better. Our Professional Services Division offers long- and short-term contracts, project staffing, hard-to-find and niche skill sets, software development, and outsourcing.

### **Commercial Staffing**

Through our Commercial Staffing Division, we offer professional and non-professional staffing and recruiting to include short and long term consultants and contract and direct placements. We have access to our Nation's top IT talent which allows us to specialize in "hard-to-fill" niche skilled personnel. In addition, our Commercial Staffing Division provides administrative, data entry, accounting, and a variety of other staff.

### **Business & Technology Solutions**

STL began as a technology company and has continuously expanded the portfolio of services. Our Business & Technology Solutions Division offers Managed Technology Services, Network Solutions, Data Center Services, and Software Solutions. Offering services both remotely and onsite allows our clients the flexibility and control needed in today's business environment.

## Data Center Services

STL is heavily involved in Disaster Recovery and Continuity of Operations Planning (COOP). We recently opened a 10,000 sq. ft. underground, watertight and hardened, Data Center, built to the Uptime Institute's Tier III standards. This Data Center is located in Bloomington, IL and is part of a 30,000 sq. ft. business continuity campus. Our Data Center Services offer Colocation Services, Hardware as a Service, Software as a Service, and Business Continuity Seats. Infrastructure as a Service, Virtual Server Hosting, and Platform as a Service are also available.

### GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is <http://www.gsaadvantage.gov>.

**SCHEDULE TITLE:** 736 - Temporary Administrative and Professional Staffing Services (TAPS)  
FSC Group: 736

**Contract No. GS-07F-0585T**

**CONTRACT PERIOD:** September 15, 2007 through September 14, 2012

For more information on ordering from the Federal Supply Schedule for Temporary, Administrative and Professional Staffing Services click on the Ordering Procedures button at <http://www.gsa.gov/temp services>.

**CONTRACTOR:** STL Office Solutions, Incorporated  
501 South Towanda Barnes Road  
Suite 1  
Bloomington, IL 61705  
Phone number: 309.661.7851  
Fax number: 309.661.0160  
E-Mail: [chrissy.haushalter@stltechpartners.com](mailto:chrissy.haushalter@stltechpartners.com)  
Web Site: <http://www.poweredbystl.com>

**CONTRACTOR'S ADMINISTRATION SOURCE:** Chrissy Haushalter

**BUSINESS SIZE:** Small Woman-Owned Business

#### **CUSTOMER INFORMATION:**

##### **1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

SIN	DESCRIPTION
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736-1	Administrative Support and Clerical Occupations
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736-2	Automatic Data Processing Occupations
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736-3	General Services and Support Occupations
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736-4	Information and Arts Occupations, Including Miscellaneous Occupations
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736-5	Technical and Professional Occupations
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**1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** Not Applicable

- 1c. HOURLY RATES AND DESCRIPTION OF ALL CORRESPONDING COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY, AND EDUCATION:** All hourly rates shown are firm fixed price. See the following price list for hourly rates by location and labor category. See the Job Descriptions provided after the pricing information.

- 2. MAXIMUM ORDER\*:** \$100,000 per SIN

\*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

- 3. MINIMUM ORDER:** \$100

- 4. GEOGRAPHIC COVERAGE:**

Preponderance of Work

Arlington, VA, Wage Determination Number 05-2103, Revision Number 8 dated 05/26/09

- 5. POINT(S) OF PRODUCTION:** Not Applicable

- 6. DISCOUNT FROM LIST PRICES:** Not Applicable

- 7. QUANTITY DISCOUNT(S):** None.

- 8. PROMPT PAYMENT TERMS:** Net/30.

- 9a. Government Purchase Cards are accepted at or below the micro-purchase threshold.**

- 9b. Government Purchase Cards are accepted above the micro-purchase threshold.**

- 10. FOREIGN ITEMS:** None

- 11a. TIME OF DELIVERY:** Not Applicable

- 11b. EXPEDITED DELIVERY:** Not Applicable

- 11c. OVERNIGHT AND 2-DAY DELIVERY:** Not Applicable

- 11d. URGENT REQUIREMENTS:** Agencies can contact the Contractor's representative to effect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

- 12. FOB POINT:** NOT APPLICABLE

- 13a. ORDERING ADDRESS:**

501 South Towanda Barnes Road  
Bloomington, IL 61705

- 14. PAYMENT ADDRESS:**

501 South Towanda Barnes Road

Bloomington, IL 61705

15. **WARRANTY PROVISION:** Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.
16. **EXPORT PACKING CHARGES:** Not Applicable
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** (any thresholds above the micro-purchase level).
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** Not Applicable
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** Not Applicable
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** Not Applicable
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** Not Applicable
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** Not Applicable
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** Not Applicable
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** Not Applicable
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable
- 24b. **Section 508 Compliance for EIT:** Not Applicable
25. **DUNS NUMBER:** 847881315
26. **NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Contractor has an Active Registration in the CCR database.

ARLINGTON, VA	
Skill Category	Total GSA Price
<b>736-1 Non-Professional</b>	
Accounting Clerk I	\$26.86
Accounting Clerk II	\$29.66
Accounting Clerk III	\$37.87
Data entry operator I	\$25.78
Data entry operator II	\$27.79
Secretary I	\$31.41
Secretary II	\$34.65
Secretary III	\$42.46
General clerk I	\$26.55
General clerk II	\$28.61

General clerk III	\$32.44
Order Clerk I	\$26.91
Order Clerk II	\$29.02
Personnel assistant (employment) I	\$31.53
Personnel assistant (employment) II	\$34.85
Personnel assistant (employment) III	\$38.43
Production control clerk	\$37.46
Receptionist	\$25.85
Rental Clerk	\$29.10
Scheduler, maintenance	\$31.41
Service order dispatcher	\$29.76
Supply Technician	\$47.43
Test Proctor	\$34.67
<b>736-2 Non-Professional</b>	
Computer Operator I	\$32.70
Computer Operator II	\$36.18
Computer Operator III	\$39.86
Computer Operator IV	\$43.86
Computer Programmer I (1)	\$44.09
Computer Programmer II (1)	\$44.09
Computer Programmer III (1)	\$44.09
Computer Programmer IV (1)	\$44.09
Computer Systems Analyst I (1)	\$44.09
Computer Systems Analyst II (1)	\$44.09
Computer Systems Analyst III (1)	\$44.09
Peripheral Equipment Operator	\$32.70
Personal Computer Support Technician	\$43.86
<b>736-5 Non-Professional</b>	
Drafter / CAD operator I	\$34.66
Drafter / CAD operator II	\$38.33
Drafter / CAD operator III	\$42.29
Drafter / CAD operator IV	\$51.18
Engineering Technician I	\$38.83
Engineering Technician II	\$43.09
Engineering Technician III	\$47.80
Engineering Technician IV	\$58.27
Engineering Technician V	\$70.44
Engineering Technician VI	\$84.45
Technical Writer I	\$37.32
Technical Writer II	\$44.82
Technical Writer III	\$53.42
Project Manager (P)	\$70.00
<b>Skill Category</b>	<b>Total GSA Price</b>
<b>736-3 Non- Professional</b>	
Fork Lift Operator	\$30.97
Material Coordinator	\$37.02

Material Handling Laborer	\$24.66
Order Filler	\$26.57
Production Line Worker (Food Processing)	\$30.97
Shipping Packer	\$26.57
Shipping / receiving clerk	\$26.57
Store Worker I	\$21.48
Stock Clerk	\$29.22
Warehouse Specialist	\$30.97
Dishwasher	\$19.04
Housekeeping Aide	\$21.64
Janitor	\$21.64
Laborer, Grounds Maintenance	\$23.52
General Maintenance Worker	\$36.12
Laborer	\$26.40
<b>736-4 Non-Professional</b>	
Cashier	\$18.92
Desk Clerk	\$21.26

## JOB DESCRIPTIONS

### **SIN 736-1 Administrative Support and Clerical Occupations**

#### **(N) Accounting Clerk I**

Performs very simple and routine accounting clerical operations, for example, recognizing and comparing easily identified numbers and codes on similar and repetitive accounting documents, verifying mathematical accuracy, and identifying discrepancies and bringing them to the supervisor's attention. Supervisor gives clear and detailed instructions for specific assignments. Employee refers to supervisor all matters not covered by instructions. Work is closely controlled and reviewed in detail for accuracy, adequacy, and adherence to instructions.

#### **(N) Accounting Clerk II**

Performs one or more routine accounting clerical operations, such as: examining, verifying, and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documents in accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures.

#### **(N) Accounting Clerk III**

Uses a knowledge of double entry bookkeeping in performing one or more of the following: Posts actions to journals, identifying subsidiary accounts affected and debit and credit entries to be made and assigning proper codes; reviews computer printouts

against manually maintained journals, detecting and correcting erroneous postings, and preparing documents to adjust accounting classifications and other data; or reviews lists of transactions rejected by an automated system, determining reasons for rejections, and preparing necessary correcting material. On routine assignments, employee selects and applies established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used are reviewed for technical accuracy.

**(N) Data Entry Operator I**

Work is routine and repetitive. Under close supervision or following specific procedures or detailed instructions, works from various standardized source documents which have been coded and require little or no selecting, coding or interpreting of data to be entered. Refers to supervisor problems arising from erroneous items, codes, or missing information.

**(N) Data Entry Operator II**

Work requires the application of experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. On occasion may also perform routine work as described for Level I.

**(N) 01311 THRU 01313 SECRETARY I thru III (Occupational Base)**

Provides principal secretarial support in an office, usually to one individual, and, in some cases, also to the subordinate staff of that individual. Maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff. Works fairly independently, receiving a minimum of detailed supervision and guidance. Performs varied clerical and secretarial duties requiring a knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office.

**Classification by Level**

Secretary jobs which meet the required characteristics are matched at one of five levels according to two factors: (a) Level of the secretary's supervisor within the overall organizational structure, and (b) level of the secretary's responsibility. The table following the explanations of these factors indicates the level of the secretary for each combination of factors.

**Level of Secretary's Supervisor (LS)**

Secretaries should be matched with one of the three LS levels below that best describes the organization of the secretary's supervisor.

**LS-1**

Organizational structure is not complex and internal procedures and administrative controls are simple and informal; supervisor directs staff through face-to-face meetings.

## LS-2

Organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc.; supervisor usually directs staff through intermediate supervisors; and internal procedures and administrative controls are formal. An entire organization (e.g., division, subsidiary, or parent organization) may contain a variety of subordinate groups which meet the LS-2 definition. Therefore, it is not unusual for one LS-2 supervisor to report to another LS-2 supervisor.

The presence of subordinate supervisors does not by itself mean LS-2 applies, e.g., a clerical processing organization divided into several units, each performing very similar work, is placed in LS-1.

In smaller organizations or industries such as retail trades, with relatively few organizational levels, the supervisor may have an impact on the policies and major programs of the entire organization, and may deal with important outside contacts as described in LS-3.

## LS-3

Organizational structure is divided into two or more subordinate supervisory levels (of which at least one is a managerial level) with several subdivisions at each level. Executive's program(s) are usually interlocked on a direct and continuing basis with other major organizational segments, requiring constant attention to extensive formal coordination, clearances, and procedural controls. Executive typically has: Financial decision-making authority for assigned program(s); considerable impact on the entire organization's financial position or image; and responsibility for, or has staff specialists in, such areas as personnel and administration for assigned organization. Executive plays an important role in determining the policies and major programs of the entire organization, and spends considerable time dealing with outside parties actively interested in assigned program(s) and current or controversial issues.

## Level of Secretary's Responsibility (LR)

This factor evaluates the nature of the work relationship between the secretary and the supervisor or staff, and the extent to which the secretary is expected to exercise initiative and judgment. Secretaries should be matched at the level best describing their level of responsibility. When a position's duties span more than one LR level, the introductory paragraph at the beginning of each LR level should be used to determine which of the levels best matches the position. (Typically, secretaries performing at the higher levels of responsibility also perform duties described at the lower levels.)

LR-1 Carries out recurring office procedures independently. Selects the guideline or reference which fits the specific case. Supervisor provides specific instructions on new assignments and checks completed work for accuracy. Performs varied duties including or comparable to the following:

1. Responds to routine telephone requests which have standard answers; refers calls and visitors to appropriate staff. Controls mail and assures timely staff response; may send form letters;
2. As instructed, maintains supervisor's calendar, makes appointments, and arranges for meeting rooms;
3. Reviews materials prepared for supervisor's approval for typographical accuracy and proper format;
4. Maintains recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;
5. Requisitions supplies, printing, maintenance, or other services. Types, takes and transcribes dictation, and establishes and maintains office files.

LR-2 Handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and



program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following:

1. Screens telephone calls, visitors, and incoming correspondence; personally responds to requests for information concerning office procedures; determines which requests should be handled by the supervisor, appropriate staff member or other offices. May prepare and sign routine, nontechnical correspondence in own or supervisor's name;
2. Schedules tentative appointments without prior clearance. Makes arrangements for conferences and meetings and assembles established background materials, as directed. May attend meetings and record and report on the proceedings;
3. Reviews outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assures that proper clearances have been obtained, when needed;
4. Collects information from the files or staff for routine inquiries on office program(s) or periodic reports. Refers nonroutine requests to supervisor or staff;
5. Explains to subordinate staff supervisor's requirements concerning office procedures. Coordinates personnel and administrative forms for the office and forwards for processing.

LR-3 Uses greater judgment and initiative to determine the approach or action to take in nonroutine situations. Interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following:

1. Based on a knowledge of the supervisor's views, composes correspondence on own initiative about administrative matters and general office policies for supervisor's approval;
2. Anticipates and prepares materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered;
3. Reads publications, regulations, and directives and takes action or refers those that are important to the supervisor and staff;
4. Prepares special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions;
5. Advises secretaries in subordinate offices on new procedures; requests information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc. Shifts clerical staff to accommodate workload needs.

Excludes secretaries performing any of the following duties:

Acts as office manager for the executive's organization, e.g., determines when new procedures are needed for changing situations and devises and implements alternatives; revises or clarifies procedures to eliminate conflict or duplication; identifies and resolves various problems that affect the orderly flow of work in transactions with parties outside the organization.

Prepares agenda for conferences; explains discussion topics to participants; drafts introductions and develops background information and prepares outlines for executive or staff member(s) to use in writing speeches.

Advises individuals outside the organization on the executive's views on major policies or current issues facing the organization; contacts or responds to contact from high-ranking outside officials (e.g., city or State officials, members of Congress, presidents of national unions or large national or international firms, etc.) in unique situations. These officials may be relatively inaccessible, and each contact typically must be handled differently, using judgement and discretion.

## CRITERIA FOR MATCHING SECRETARIES BY LEVEL

Secretary I (01311), Secretary II (01312), Secretary III (01313)

Intentionally blank	LR-1	LR-2	LR-3
LS-1	I 01311	II 01312	III 01313
LS-2	I 01311	III 01313	
LS-3	I 01311		

### **(N) General Clerk I**

Follows a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as filing precoded documents in a chronological file or operating office equipment, e.g., mimeograph, photocopy, addressograph or mailing machine.

### **(N) General Clerk II**

Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

### **(N) General Clerk III**

Work requires a familiarity with the terminology of the office unit. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

### **(N) Order Clerk I**

Handles orders involving items which have readily identified uses and applications. May refer to a catalog, manufacturer's manual or similar document to insure that proper item is supplied or to verify price of ordered item.

### **(N) Order Clerk II**

Handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations.

### **(N) Personnel Assistant (Employment) I**

Performs routine tasks which require a knowledge of personnel procedures and rules, such as: providing simple employment information and appropriate lists and forms to applicants or employees on types of jobs being filled, procedures to follow, and where to

obtain additional information; ensuring that the proper forms are completed for name changes, locator information, applications, etc. and reviewing completed forms for signatures and proper entries; or maintaining personnel records, contacting appropriate sources to secure any missing items, and posting items such as dates of promotions, transfer, and hire, or rates of pay or personal data. If this information is computerized, outside inquiries for simple factual information, such as verification of dates of employment in response to telephone credit checks of employees. some receptionist or other clerical duties may be performed. May be assigned work to provide training for a higher level position. Detailed rules and procedures are available for all assignments. Guidance and assistance on unusual questions are available at all times. Work is spot checked, often on a daily basis.

#### **(N) Personnel Assistant (Employment) II**

Examines and/or processes personnel action documents using experience in applying personnel procedures and policies. Ensures that information is complete and consistent and determines whether further discussion with applicants or employees is needed or whether personnel information must be checked against additional files or listings. Selects appropriate precedents, rules, or procedures from a number of alternatives. Responds to varied questions from applicants, employees, or managers for readily available information which can be obtained from file material or manuals; responses require skill to secure cooperation in correcting improperly completed personnel documents or to explain regulations and procedures. May provide information to managers on availability of applicants and status of hiring actions; may verify employment dates and places supplied on job applications; may maintain personnel records; and may administer typing and stenography test. Completes routine assignments independently. Detailed guidance is available for situations which deviate from established precedents. Clerks/assistants are relied upon to alert higher level clerks/assistants or supervisor to such situations. Work may be spot checked periodically.

#### **(N) Production Control Clerk**

Compiles and records production data for industrial establishments to compare records and reports on volume of production, consumption of material, quality control, and other aspects of production, performing any combination of the following duties: Compiles and records production data from such documents as customer orders, work tickets, product specifications, and individual worker production sheets, following prescribed recording procedures and using typewriter and other devices. Calculates such factors as types and quantities of items produced, materials used, amount of scrap, frequency of defects, and worker and department production rates, using adding machine or calculator. Writes production reports based on data compiled, tabulated and computed, following prescribed formats. Maintains files of documents used and prepared. Compiles from customer orders and other specifications detailed production sheets or work tickets for use by production workers as guides in assembly or manufacture of products. Prepares written work schedules based on established guidelines and priorities. Compiles material inventory records and prepares requisitions for procurement of materials and supplies. Charts production, using chart, graph, or pegboard, based on statistics compiled for reference by production and management personnel. Sorts and distributes work tickets or material to

workers. May compute wages from employee time cards and post wage data on records used for preparation of payroll.

**(N) Receptionist**

Operates a single-position telephone switchboard or console, used with a private branch exchange (PBX) system to relay incoming, outgoing, and intra-system calls and acts as a receptionist greeting visitors, determining nature of visits and directing visitors to appropriate persons. Work may also involve other duties such as recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; making appointments; keeping a log of visitors; and issuing visitor passes. May also type and perform other routine clerical work, usually while at the switchboard or console, which may occupy the major portion of the worker's time.

**(N) Rental Clerk**

Performs clerical duties concerned with rental and management of public housing projects. Answers telephone and responds to requests for maintenance, complaints, rental information or, as appropriate, forwards calls to senior officials. Receives rental payments and other income, assesses late charges, applies cancellation stamp required by government housing agency, writes receipts, and prepares rental transmittal forms and collection logs for government accounting system. Receives security deposits and prepares tenant receipts. Prepares bank deposits. Maintains tenant files. Follows up on income recertifications.

**(N) Scheduler, Maintenance**

Schedules repairs and lubrication of motor vehicles for vehicle-maintenance concern or company automotive-service shop. Schedules vehicles for lubrication or repairs based on date of last lubrication and mileage traveled or urgency of repairs. Contacts garage to verify availability of facilities. Notifies parking garage workers to deliver specified vehicles. Maintains file of requests for services.

**(N) Service Order Dispatcher**

Receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company. Records information, such as name, address, article to be repaired, or service to be rendered. Prepares work order and distributes to service crew. Schedules service call and dispatches service crew. Calls or writes customer to insure satisfactory performance of service. Keeps record of service calls and work orders. May dispatch orders and relay messages and special instructions to mobile crews and other departments, using radio telephone equipment.

**(N) Supply Technician**

Performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, property utilization) related to depot, local, or other supply activities. Work usually is segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility. Assignments usually relate to stable or standardized segments of technical supply management

operations; or to functions or subjects that are narrow in scope or limited in difficulty . The work generally involves individual case problems or supply actions. This work may require consideration of program requirements, together with specific variations in or from standardized guidelines. Assignments require (a) a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines; (b) an understanding of the needs of the organization serviced; and (c) analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data, to establish the facts, and to take or recommend action based upon application or interpretation of established guidelines.

**Illustrative Assignments:**

1. Inventory management: Responsible for inventory management of decentralized and decontrolled items, including supplies, and equipment. Items managed typically are of low unit or annual demand value, involve short procurement lead time (less than 9 months), are obtained from standard or other readily available sources of supply, and reflect relatively stable patterns of demand. Items usually are of a general, common-use type, nonreparable and seldom require intensive investigation of atypical variations in their supply and demand patterns. Positions are located in local, regional, or headquarters offices for which the military supply management organization has overall inventory management responsibility. The work includes requirements determination and forecasting, distribution or redistribution of material, procurement authorization, limited funds management, or other related work.
2. Material coordination: Performs material coordination duties for special programs, maintenance, or production shops. Duties are performed on the basis of practical experience in processing and expediting supply transactions related to the particular organizations serviced.
3. Cataloging: Writes item descriptions for a range of new items entering the supply channels of a particular agency or field establishment. Applies requirements selecting the appropriate description pattern and answering the requirements contained in the pattern. Reviews existing stock catalogs, manufacturers' catalogs, drawings, or other resource materials, for the purpose of matching characteristics or part numbers to identify duplicate items already catalogued or otherwise recorded in the supply system.

**Level of Responsibility:**

Works within a framework of established supply regulations, policies, and procedures, or other governing supply management guidelines.

Deals with a variety of operating officials regarding limited aspects of program needs of the organization serviced. Contacts may relate to inventory requirements in a stable or standardized organization and to the adequate description or identification of less complex items which are new to the system. May contact representatives of commercial firms to obtain information regarding new items of supply, item characteristics, or procurement lead time; or representatives of government agencies (Federal, State or local) regarding the utilization of property.

**(N) Test Proctor**

Administers, supervises or proctors tests. Administers make-up tests in conjunction with civilian institution programs when it has been clearly established that the student could not be present for normal in-class testing because of duty conflict or health reasons.

Testing materials are controlled items and will be handled, stocked safeguarded and administered in strict compliance with applicable regulations.

## **SIN 736-2 Automatic Data Processing Occupations**

### **(N) Computer Operator I**

Works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, resolves common operating problems. May serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.

### **(N) Computer Operator II**

Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, applies standard operating or corrective procedure. Refers problems which do not respond to preplanned procedure. May serve as an assistant operator, working under general supervision.

### **(N) Computer Operator III**

Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems which do not respond to corrective procedures.

### **(N) Computer Operator IV**

Adapts to a variety of nonstandard problems which require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g., reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems. Typically, completed work is submitted to users without supervisory review.

### **(N) Computer Programmer I**

Assists higher level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the organization, e.g., drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. May perform routine programming assignments (as described in Level II) under close supervision. In addition, to assist higher level staff, may perform elementary fact-finding concerning a specified work process, e.g., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.); reports findings to higher level staff.

May receive training in elementary fact-finding. Detailed, step-by-step instructions are given for each task and any deviation must be authorized by a supervisor. Work is closely monitored in progress and reviewed in detail upon completion.

### **(N) Computer Programmer II**

At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. Performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements. Works according to clear cut and complete specifications. The data are refined and the format of the final product is very similar to that of the input or is well defined when significantly different, i.e., there are few, if any, problems with interrelating varied records and outputs.

Maintains and modifies routine programs. Makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes. Tests and documents modifications and writes operator instructions. May write routine new programs using prescribed specifications; may confer with EDP personnel to clarify procedures, processing logic, etc.

In addition, may evaluate simple interrelationships in the immediate programming area, e.g., whether a contemplated change in one part of a simple program would cause unwanted results in a related part; confers with user representatives to gain an understanding of the situation sufficient to formulate the needed change; and implements the change upon approval of the supervisor or higher level staff. The incumbent is provided with charts, narrative descriptions of the functions performed, an approved statement of the product desired (e.g., a change in a local establishment report), and the inputs, outputs, and record formats.

Reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is usually monitored in progress; all work is reviewed upon completion for accuracy and compliance with standards.

### **(N) Computer Programmer III**

As a fully qualified computer programmer, applies standard programming procedures and detailed knowledge of pertinent subject matter (e.g., work processes, governing rules, clerical procedures, etc.) in a programming area such as: a record keeping operation (supply, personnel and payroll, inventory, purchasing, insurance payments, depositor accounts, etc.); a well-defined statistical or scientific problem; or other standardized operation or problem. Works according to approved statements of requirements and detailed specifications. While the data are clear cut, related, and equally available, there may be substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. The programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. Recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment. Solves conventional programming problems. (In small organizations, may maintain programs

which concern or combine several operations, i.e., users, or develop programs where there is one primary user and the others give input.)

Performs such duties as: develops, modifies, and maintains assigned programs; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as: using predetermined physical laws expressed in mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data; and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.) Tests and documents work and writes and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

In addition, may carry out fact-finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. May analyze present performance of the program and take action to correct deficiencies based on discussion with the user and consultation with and approval of the supervisor or higher level staff. May assist in the review and analysis of detailed program specifications and in program design to meet changes in work processes.

Works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures; resolves problems and deviations according to established practices; and obtains advice where precedents are unclear or not available. Completed work is reviewed for conformance to standards, timeliness, and efficiency. May guide or instruct lower level programmers; may supervise technicians and others who assist in specific assignments. Works on complex programs under close direction of higher level staff or supervisor. May assist higher level staff by independently performing moderately complex tasks assigned, and performing complex tasks under close supervision.

#### **(N) Computer Programmer IV**

Applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. Assigned programs typically affect a broad multi-user computer system which meets the data processing needs of a broad area (e.g., manufacturing, logistics planning, finance management, human resources, or material management) or a computer system for a project in engineering, research, accounting, statistics, etc. Plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements which are usually from different sources; solves difficult programming problems. Uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.



Performs such duties as: develops, modifies, and maintains complex programs; designs and implements the interrelations of files and records within programs which will effectively fit into the overall design of the project; working with problems or concepts, develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed; and develops occasional special programs, e.g., a critical path analysis program to assist in managing a special project. Tests, documents, and writes operating instructions for all work. Confers with other EDP personnel to secure information, investigate and resolve problems and coordinate work efforts.

In addition, performs such programming analysis as: investigating the feasibility of alternate program design approaches to determine the best balanced solution, e.g., one that will best satisfy immediate user needs, facilitate subsequent modification, and conserve resources; on typical maintenance projects and smaller scale, limited new projects, assisting user personnel in defining problems or needs and determining work organization, the necessary files and records, and their interrelation with the program; or on large or more complicated projects, participating as a team member along with other EDP personnel and users and having responsibility for a portion of the project.

Works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications. Modifies and adapts precedent solutions and proven approaches. Guidelines include constraints imposed by the related programs with which the incumbent's programs must be meshed. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements.

May function as team leader or supervise a few lower level programmers or technicians on assigned work.

### **(N) Computer Systems Analyst I**

At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. Provides several phases of the required systems analysis where the nature of the system is predetermined. Uses established fact finding approaches, knowledge of pertinent work processes and procedures, and familiarity with related computer programming practices, system software, and computer equipment.

Carries out fact finding and analysis as assigned, usually of a single activity or a routine problem; applies established procedures where the nature of the system, feasibility, computer equipment and programming language have already been decided; may assist a higher level systems analyst by preparing the detailed specifications required by computer programmers from information developed by the higher level analyst, may research routine user problems and solve them by modifying the existing system when the solutions follow clear precedents. When cost and deadline estimates are required, results receive closer review.

The supervisor defines objectives, priorities, and deadlines. Incumbents work independently; adapt guides to specific situations; resolve problems and deviations according to established practices; and obtain advice where precedents are unclear or not available. Completed work is reviewed for conformance to requirements, timeliness, and efficiency. May supervise technicians and others who assist in specific assignments.

**(N) Computer Systems Analyst II**

Applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g., develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. Requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, work load, and practices of the assigned subject-matter area. Recognizes probable interactions of related computer systems and predicts impact of a change in assigned system.

Reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; and upon approval of synopsis, prepares specifications for development of computer programs. Determines and resolves data processing problems and coordinates the work with program, users, etc.; orients user personnel on new or changed procedures. May conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies.

Works independently under overall project objectives and requirements; apprises supervisor about progress and unusual complications. Guidelines usually include existing systems and the constraints imposed by related systems with which the incumbent's work must be meshed. Adapts design approaches successfully used in precedent systems. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. May provide functional direction to lower level assistants on assigned work.

**OR**

Works on a segment of a complex data processing scheme or broad system, as described for computer systems analyst, level III. Works independently on routine assignments and receives instructions and guidance on complex assignments. Work is reviewed for accuracy of judgment, compliance with instructions, and to insure proper alignment with the overall system.

**(N) Computer Systems Analyst III**

Applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing; finance management; engineering, accounting, or statistics; logistics planning; material management, etc. Usually, there are multiple users of the system, however, there may be complex one-user systems, e.g., for engineering or research projects. Requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources is

responsible for recognizing probable conflicts and integrating diverse data elements and sources. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach and develops system design for approved projects. Interprets information and informally arbitrates between system users when conflicts exist. May serve as lead analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each responsible for several programs. Supervision and nature of review are similar to level II; existing systems provide precedents for the operation of new subsystems.

#### **(N) Peripheral Equipment Operator**

Operates peripheral equipment which directly supports digital computer operations. Such equipment is uniquely and specifically designed for computer applications, but need not be physically or electronically connected to a computer. Printers, plotters, card readers/punchers, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment.

The following duties characterize the work of a Peripheral Equipment Operator:

- Loading printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy;
- Labeling tape reels, disks or card decks;
- Checking labels and mounting and dismounting designated tape reels or disks on specified units or drives;
- Setting controls which regulate operation of the equipment;
- Observing panel lights for warnings and error indications and taking appropriate action;
- Examining tapes, cards, or other material for creases, tears, or other defects which could cause processing problems.

Excludes workers (1) who monitor and operate a control console or a remote terminal, or (2) whose duties are limited to operating decollators, busters, separators, or similar equipment.

#### **(N) Personal Computer Support Technician**

Installs, modifies, and makes minor repairs to personal computer hardware and software systems, and provides technical assistance and training to system users.

Essential duties and responsibilities include the following although other duties may be assigned:

Inspects personal computer equipment and reads order sheet listing user requirements to prepare microcomputer for delivery.

Installs or assists service personnel in installation of hardware and peripheral components such as monitors, keyboards, printers, and disk drives on user's premises.

Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer.

Enters commands and observes system functions to verify correct system operation.

Responds to client inquiries concerning systems operation and diagnoses system hardware, software, and operator problems.

Instructs users in use of equipment, software, and manuals.

Recommends or performs minor remedial actions to correct problems.

Coordinates activities with help desk, network services, or other information systems groups.

Provides updates, status, and completion information to manager, problem request tracking system, and/or users, via voice mail, e-mail, or in-person communication.

Replaces defective or inadequate software packages.

Refers major hardware problems to service personnel for correction.

### **SIN 736-3 General Services and Support**

#### **(N) Forklift Operator**

Operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment.

#### **(N) Material Coordinator**

Coordinates and expedites flow of material, parts, and assemblies within or between departments in accordance with production and shipping schedules or department supervisors' priorities. Reviews production schedules and confers with department supervisors to determine material required or overdue and to locate material. Requisitions material and establishes delivery sequences to departments according to job order priorities and anticipated availability of material. Arranges for in-plant transfer of materials to meet production schedules. Arranges with department supervisors for repair and assembly of material and its transportation to various departments. Examines material delivered to production departments to verify if type specified. May monitor and control movement of material and parts along conveyor system, using remote-control panelboard. May compute amount of material needed for specific job orders, applying knowledge of product and manufacturing processes and using adding machine. May compile report of quantity and type of material on hand. May move or transport material from one department to another, using hand truck or industrial truck. May compile perpetual production records in order to locate material in process of production, using manual or computerized system. May maintain employee records.

#### **(N) Material Handling Laborer**

Performs physical tasks to transport or store materials or merchandise. Duties involve one or more of the following: Manually loading or unloading freight cars, trucks, or other transporting devices; unpacking, shelving, or placing items in proper storage locations; or transporting goods by hand truck, cart, or wheelbarrow.

Excluded from this definition are workers whose primary function involves:

Participating directly in the production of goods (e.g., moving items from one production station to another or placing them on or removing them from the production process);

Stocking merchandise for sale;

Counting or routing merchandise;

Operating a crane or heavy-duty motorized vehicle such as forklift or truck;

Loading and unloading ships (longshore workers);

Traveling on trucks beyond the establishment's physical location to load or unload merchandise.

### **(N) Order Filler**

Fills shipping or transfer orders for finished goods from stored merchandise in accordance with specifications on sales slips, customers' orders, or other instructions. May, in addition to filling orders and indicating items filled or omitted, keep records of outgoing orders, requisition additional stock or report short supplies to supervisor, and perform other related duties.

### **(N) Production Line Worker (Food Processing)**

An employee employed in a food processing plant whose duties involve several of the following: Loading and unloading commodities from rail cars, trucks, or other conveyances; placing merchandise in proper storage location and transporting the merchandise by handtruck, push-pull, or forklift; blends merchandise ingredients into pre-determined quality by heating, mixing, re-heating, etc.; monitors blending operation to ensure that finished products meets customer's requirements; monitors flow of product into appropriate container; labels container with identifying information supplied by customer; places containers into appropriate shipping container (must have knowledge of various types and sizes of shipping containers and special requirements of customers.)

### **(N) Shipping Packer**

Prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in shipping containers and may involve one or more of the following: Knowledge of various items of stock in order to verify content; selection of appropriate type and size of container; inserting enclosures in container; using excelsior or other material to prevent breakage or damage; closing and sealing container; and applying labels or entering identifying data on container. Exclude packers who also make wooden boxes or crates.

### **(N) Shipping/Receiving Clerk**

Performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, follows established guidelines. In handling unusual nonroutine problems, receives specific guidance from supervisor or other officials. May direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received.

Shipping duties typically involve the following: Verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; insuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles; and preparing and keeping records of goods shipped, e.g., manifests, bills of lading.

Receiving duties typically involve the following: Verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records; checking for damaged goods; insuring that goods are appropriately identified for routing to departments within the establishment; preparing and keeping records of goods received.

### **(N) Store Worker I**

Performs the following tasks at an establishment whose primary function is that of the resale of merchandise in a retail environment. Will move merchandise by use of non-motorized equipment that is intended for display and resale purposes. Will include the cleaning of merchandise on or in display fixtures utilizing various merchandise techniques common to retail trade. Merchandise may be displayed by a predetermined placement system using labels or other identifying marks. Will maintain the display sales area by straightening merchandise to give a neat, full, and salable appearance, removing damaged or outdated merchandise, and displaying merchandise in such a manner to maintain freshness and sale dates. May determine display or sale requirements from existing inventory. May be required to keep inventory forms of merchandise stocked and merchandise returned to storage. May be required to affix labels to merchandise indicating sale price, item description, or other information. May be required to offer customer or patron assistance with the location or selection of merchandise.

### **(N) Stock Clerk**

Receives, stores, and issues equipment, materials, supplies, merchandise, foodstuffs, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. Counts, sorts, or weighs incoming articles to verify receipt of items on requisition or invoice. Examines stock to verify conformance to specifications. Stores articles in bins, on floor or on shelves, according to identifying information, such as style, size or type of material. Fills orders or issues supplies from stock. Prepares periodic, special or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments. May mark identifying codes, figures, or letters on articles. May distribute stock among production workers, keeping records of material issued. May make adjustments or repairs to articles carried in stock. May cut stock to size to fill order.

### **(N) Warehouse Specialist**

As directed, performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Work involves most of the following: Verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods;

rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. May operate hand or power trucks in performing warehousing duties. Exclude workers whose primary duties involve shipping and receiving work (see Shipping/Receiving Clerk), order filling (see Order Filler), or operating forklifts (see Forklift Operator).

**(N) Dishwasher**

Manually or mechanically washes and rinses dishes, glasses and silverware; maintains proper temperature for sterilization and adds soap as needed; performs other duties as assigned.

**(N) Housekeeping Aide**

Cleans and supplies patient rooms, wards, nursing stations, lounges, lavatories, bathrooms, offices, and any other areas, as assigned, in accordance with standard procedures of the Housekeeping Department and with hospital objectives. Uses cleaning devices such as light mops, small wringers, dusters, household-type vacuum cleaners, and other necessary tools, chemicals, and supplies. Performs specific cleaning tasks, including dusting horizontal surfaces; emptying waste baskets and removing trash; damp-wiping furniture; cleaning and polishing metal and porcelain bathroom fixtures; dry-mopping and sanitizing floors of rooms and offices; spot-cleaning walls and windows; replenishing room supplies; making beds; and sorting and distributing linen. Assists in cleaning emergency spills observed or on request. Maintains assigned equipment for cleanliness and has repairs made when needed. Reports needed repairs to equipment, furniture, building, and fixtures. In case of fire or other internal emergency assists in escorting ambulatory patients to exits. In case of a community disaster assists nurses in making extra beds, and performs other duties as assigned.

**(N) Janitor**

Cleans and keeps in an orderly condition factory working areas and washrooms, or premises of an office, apartment house, or commercial or other establishment. Duties involve a combination of the following: Sweeping, mopping or scrubbing, and polishing floors; removing chips, trash, and other refuse; dusting equipment, furniture, or fixtures; polishing metal fixtures or trimmings; providing supplies and minor maintenance services; and cleaning lavatories, showers, and restrooms.

Excluded are:

- Workers who specialize in window washing.

- Housekeeping staff who make beds and change linens as a primary responsibility.

- Workers required to disassemble and assemble equipment in order to clean machinery.

- Workers who receive additional compensation to maintain sterile facilities or equipment.

**(N) Laborer, Grounds Maintenance**

Maintains grounds of industrial, commercial or public property such as buildings, camp and picnic grounds, parks, playgrounds, greenhouses, and athletic fields, and repairs structures and equipment, performing one or more of the following tasks: Cuts grass, using walking-type or riding mowers (less than 2000 lbs.). Trims hedges and edges around walks, flower beds, and wells, using hedge trimmers, clippers and edging tools. Prunes shrubs and trees to shape and improve growth, using shears and other hand tools. Sprays lawn, shrubs, and trees with fertilizer or insecticide. Plants grass, flowers, trees, and shrubs. Waters lawn and shrubs during dry periods, using hose or activating sprinkler system. Picks up and burns or carts away leaves, paper or other litter. Removes snow from walks, driveways, roads, or parking lots, using shovel and snow blower. Spreads salt on walkways and other areas. Repairs and paints fences, gates, benches, tables, guardrails, and outbuildings. Assists in repair of roads, walks, buildings, and mechanical equipment. May clean comfort stations, office and workshop areas, and parking lots by sweeping, washing, mopping and polishing.

**(N) General Maintenance Worker**

Performs general maintenance and repair of equipment and buildings requiring practical skill and knowledge (but not proficiency) in such trades as painting, carpentry, plumbing, masonry, and electrical work. Work involves a variety of the following duties: Replacing electrical receptacles, wires, switches, fixtures, and motors; using plaster or compound to patch minor holes and cracks in walls and ceilings; repairing or replacing sinks, water coolers, and toilets; painting structures and equipment; repairing or replacing concrete floors, steps, and sidewalks; replacing damaged panelling and floor tiles; hanging doors and installing door locks; replacing broken window panes; and performing general maintenance on equipment and machinery.

Excluded are:

- Craft workers included in a formal apprenticeship or progression program based on training and experience;

- Skilled craft workers required to demonstrate proficiency in one or more trades;

- Workers performing simple maintenance duties not requiring practical skill and knowledge of a trade (e.g., changing light bulbs and replacing faucet washers).

**(N) Laborer**

Performs tasks which require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: Loads and unloads trucks, and other conveyances; moves supplies and materials to proper location by wheelbarrows or handtrucks; stacks materials for storage or binning; collects refuse and salvageable materials. Digs, fills, and tamps earth excavations; levels ground using pick, shovel, tamper and rake; shovels concrete and snow; cleans culverts and ditches; cuts tree and brush; operates power lawnmowers. Moves and arranges heavy pieces of office and household furniture, equipment, and appliances; moves heavy pieces of automotive, medical engineering, and other types of machinery and equipment. Spreads sand and salt on icy roads and walk-ways; picks up leaves and trash.



## **SIN 736-4 Information and Arts Occupations, Including Miscellaneous Occupations**

### **(N) Cashier**

Receives cash from customers or employees in payment for goods or services and records amounts received. Recomputes or computes bill, itemized lists, and tickets showing amount due, using adding machine or cash register. Makes change, cashes checks, and issues receipts or tickets to customers. Records amounts received and prepares reports of transactions. Reads and records totals shown on cash register tape and verifies against cash on hand. May make credit card transactions. May be required to know value and features of items for which money is received. May give cash refunds or issue credit memorandums to customers for returned merchandise. May operate ticket-dispensing machine. May sell candy, cigarettes, gum and gift certificates, and issue trading stamps. Usually employed in restaurants, cafeterias, theaters, retail stores, and other establishments.

### **(N) Desk Clerk**

Performs any combination of the following duties for guests of hotel, motel, or other lodging facility: Registers and assigns rooms to guests. Issues and receives room keys. Date-stamps, sorts, and racks incoming mail and messages. Receives and transmits messages, using equipment such as telephone switchboard, console, telegraph, and Teletype. Answers inquiries pertaining to establishment services, shopping, dining, entertainment, and travel directions. Keeps records of room availability and guests' accounts. Computes bill, collects payment, and makes change for guests. Makes and confirms room reservations. May post charges such as room, food, liquor, or telephone to cash books by hand or machine. May make restaurant, transportation, or entertainment reservations, and arrange for tours. May deposit guests' valuables in safe or safe-deposit box. May sell tobacco, candy, and newspapers.

## **SIN 736-5 Technical and Professional Occupations**

### **(N) Drafter I**

Prepares drawings of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints. Selects appropriate templates or uses a compass and other equipment needed to complete assignments. Drawings fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews completed work for accuracy.

Typical assignments include:

- From marked-up prints, revises the original drawings of a plumbing system by increasing pipe diameters.

- From sketches, draws building floor plans, determining size, spacing and arrangement of freehand lettering according to scale.

- Draws simple land profiles from predetermined structural dimensions and reduced survey notes.

- Traces river basin maps and enters symbols to denote stream sampling locations, municipal and industrial waste discharges, and water supplies.

**(N) Drafter II**

Prepares various drawings of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting techniques and a working knowledge of the terms and procedures of the occupation. Makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms. Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings may be assigned with a verbal explanation of the desired results. More complex revisions are produced from sketches or specifications which clearly depict the desired product.

Typical assignments include:

From a layout and manual references, prepares several views of a simple gear system. Obtains dimensions and tolerances from manuals and by measuring the layout.

Prepares and revises detail and design drawings for such projects as the construction and installation of electrical or electronic equipment, plant wiring, and the manufacture and assembly of printed circuit boards. Drawings typically include details of mountings, frames, guards, or other accessories; conduit layouts; or wiring diagrams indicating transformer sizes, conduit locations and mountings.

Draws base and elevation views, sections, and details of new bridges or other structures; revises complete sets of roadway drawings for highway construction projects; or prepares block maps, indicating water and sewage line locations.

**(N) Drafter III**

Prepares complete sets of complex drawings which include multiple views, detail drawings, and assembly drawings. Drawings include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. Works from sketches, models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail drawings, and supplementary information needed to complete assignments. Selects required information from precedents, manufacturers' catalogs, and technical guides. Independently resolves most of the problems encountered. Supervisor or design originator may suggest methods of approach or provide advice on unusually difficult problems. Typical assignments include:

From layouts or sketches, prepares complete sets of drawings of test equipment to be manufactured. Several cross-sectional and subassembly drawings are required. From information supplied by the design originator and from technical handbooks and manuals, describes dimensions, tolerances, fits, fabrication techniques, and standard parts to use in manufacturing the equipment.

From electronic schematics, information as to maximum size, and manuals giving dimensions of standard parts, determines the arrangement and prepares drawing of printed circuit boards.

From precedents, drafting standards, and established practices, prepares final construction drawings for floodgates, navigation locks, dams, bridges, culverts, levees, channel excavations, dikes and berms; prepares boring profiles, typical cross-sections, and land profiles; and delineates related topographical details as required.

Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering designs, lays out plan, profile and detail appurtenances required; and notifies supervisor of conflicting details in design.

Excludes drafter performing work of similar difficulty to that described at this level but who provide support for a variety of organizations which have widely differing functions or requirements.

#### **(N) Drafter IV**

Works closely with design originators, preparing drawings of unusual, complex, or original designs which require a high degree of precision. Performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. Assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by the drawing produced. Exercises independent judgment in selecting and interpreting data based on a knowledge of the design intent. Although working primarily as a drafter, may occasionally interpret general designs prepared by others to complete minor details. May provide advice and guidance to lower level drafters or serve as coordinator and planner for large and complex drafting projects.

#### **(N) Engineering Technician I**

Performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. Performs one or a combination of such typical duties as:

- Assembles or installs equipment or parts requiring simple wiring, soldering, or connecting.

- Performs simple or routine tasks or tests such as tensile or hardness tests; operates and adjusts simple test equipment; records test data.

- Gathers and maintains specified records of engineering data such as tests, drawings, etc.; performs computations by substituting numbers in specified formulas; plots data and draws simple curves and graphs.

#### **(N) Engineering Technician II**

Performs standardized or prescribed assignments involving a sequence of related operations. Follows standard work methods on recurring assignments but receives explicit instructions on unfamiliar assignments; technical adequacy of routine work is reviewed on completion; nonroutine work may also be reviewed in progress. Performs at this level one or a combination of such typical duties as:

- Following specific instructions, assembles or constructs simple or standard equipment or parts; may service or repair simple instruments or equipment.

Conducts a variety of tests using established methods. Prepares test specimens, adjusts and operates equipment, and records test data, pointing out deviations resulting from equipment malfunction or observational errors.

Extracts engineering data from various prescribed but nonstandardized sources; processes the data following well-defined methods including elementary algebra and geometry; presents the data in prescribed form.

### **(N) Engineering Technician III**

Performs assignments that are not completely standardized or prescribed. Selects or adapts standard procedures or equipment, using fully applicable precedents. Receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed; performs recurring work independently; work is reviewed for technical adequacy or conformity with instructions. Performs at this level one or a combination of such typical duties as:

Constructs components, subunits, or simple models or adapts standard equipment. May troubleshoot and correct malfunctions.

Follows specific layout and scientific diagrams to construct and package simple devices and subunits of equipment.

Conducts various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement; selects, sets up, and operates standard test equipment and records test data.

Extracts and compiles a variety of engineering data from field notes, manuals, lab reports, etc.; processes data, identifying errors or inconsistencies; selects methods of data presentation.

Assists in design modification by compiling data related to design, specifications, and materials which are pertinent to specific items of equipment or component parts. Develops information concerning previous operational failures and modifications. Uses judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

### **(N) Engineering Technician IV**

Performs nonroutine assignments of substantial variety and complexity, using operational precedents which are not fully applicable. Such assignments, which are typically parts of broader assignments, are screened to eliminate unusual design problems. May also plan such assignments. Receives technical advice from supervisor or engineer; work is reviewed for technical adequacy (or conformity with instructions). May be assisted by lower level technicians and have frequent contact with professionals and others within the establishment. Performs at this level one or a combination of such typical duties as:

Develops or reviews designs by extracting and analyzing a variety of engineering data. Applies conventional engineering practices to develop, prepare, or recommend schematics, designs, specifications, electrical drawings and parts lists. Examples of designs include: detailed circuit diagrams; hardware fittings or test equipment involving a variety of mechanisms; conventional piping systems; and building site layouts.

Conducts tests or experiments requiring selection and adaptation or modification of a wide variety of critical test equipment and test procedures; sets

up and operates equipment; records data, measures and records problems of significant complexity that sometimes require resolution at a higher level; and analyzes data and prepares test reports.

Applies methods outlined by others to limited segments of research and development projects; constructs experimental or prototype models to meet engineering requirements; conducts tests or experiments and redesigns as necessary; and records and evaluates data and reports findings.

#### **(N) Engineering Technician V**

Performs nonroutine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of a larger and more diverse project. Selects and adapts plans, techniques, designs, or layouts. Contacts personnel in related activities to resolve problems and coordinate the work; reviews, analyzes, and integrates the technical work of others. Supervisor or professional engineer outlines objectives, requirements, and design approaches; completed work is reviewed for technical adequacy and satisfaction of requirements. May train and be assisted by lower level technicians. Performs at this level one or a combination of such typical duties as:

Designs, develops, and constructs major units, devices, or equipment; conducts tests or experiments; analyzes results and redesigns or modifies equipment to improve performance; and reports results.

From general guidelines and specifications (e.g., size or weight requirements), develops designs for equipment without critical performance requirements which are difficult to satisfy such as engine parts, research instruments, or special purpose circuitry. Analyzes technical data to determine applicability to design problems; selects from several possible design layouts; calculates design data; and prepares layouts, detailed specifications, parts lists, estimates, procedures, etc. May check and analyze drawings or equipment to determine adequacy of drawings and design.

Plans or assists in planning tests to evaluate equipment performance. Determines test requirements, equipment modification, and test procedures; conducts tests using all types of instruments; analyzes and evaluates test results, and prepares reports on findings and recommendations.

#### **(N) Engineering Technician VI**

Independently plans and accomplishes complete projects or studies of broad scope and complexity. Or serves as an expert in a narrow aspect of a particular field of engineering, e.g., environmental factors affecting electronic engineering. Complexity of assignments typically requires considerable creativity and judgment to devise approaches to accomplish work, resolve design and operational problems, and make decisions in situations where standard engineering methods, procedures, and techniques may not be applicable. Supervisor or professional engineer provides advice on unusual or controversial problems or policy matters; completed work is reviewed for compliance with overall project objectives. May supervise or train and be assisted by lower level technicians. Performs, at this level, one or a combination of such typical duties as:

Prepares designs and specifications for various complex equipment or systems (e.g., a heating system in an office building, or new electronic components such as solid state devices for instrumentation equipment).

Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel, and assures compatibility of design with other parts of the system.

Designs and coordinates test set ups and experiments to prove or disprove the feasibility of preliminary design; uses untried and untested measurement techniques; and improves the performance of the equipment. May advise equipment users on redesign to solve unique operational deficiencies.

Plans approach and conducts various experiments to develop equipment or systems characterized by (a) difficult performance requirements because of conflicting attributes such as versatility, size, and ease of operation; or (b) unusual combination of techniques or components. Arranges for fabrication of pilot models and determines test procedures and design of special test equipment.

### **(N) Technical Writer I**

Assists in collecting and organizing information required for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Assists in performing financial and administrative functions.

### **(N) Technical Writer II**

Collects and organizes information required for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Assists in reviewing and editing work of writers.

### **(N) Technical Writer III**

Assigns topics to writers. Reviews, rewrites, and edits the work of writers. Proofreads final copy and, later, galley proofs from the printer. Plans the content of the books, magazines, or newspapers, deciding what will appeal to their intended audiences. Supervises the scheduling and production of publications or broadcasts. Hires writers, plans budgets, and negotiates contracts.

### **(P) Project Manager**

Minimum/General Experience:

3 – 5 years experience or equivalent

Functional Responsibility: Plans, organizes, monitors, and oversees projects for the completion of procedural, operational, infrastructure, and/or software development to meet customer defined requirements or business specifications. Manages cross-functional teams who are responsible for delivering the approved projects on-time, within budget, and with world-class quality results.

#### Planning

- Understand the needs of business partners as well as application development and service support areas.
- Refine project goals, objectives, products, services, constraints, assumptions, and risks by working with the project team, sponsor, and stakeholders to baseline the scope of work and enable development of the Project Plan.
- Create the work breakdown structure (WBS) by using the scope of work as defined in the Project Charter.
- Develop the human resource and procurement management plans by identifying resource requirements and obtaining commitments from internal, external, and procured sources to complete all project activities.
- Refine project time and cost estimates by applying estimating tools and techniques to all WBS tasks in order to determine and define project baseline, schedule, and budget.
- Develop a formal Project Plan by integrating project deliverables produced to define the scope, approach, project influences, and facilitating processes.
- Obtain Project Charter and Project Plan approval by reviewing them with the business partner and other required stakeholders to confirm project baselines prior to proceeding with project executing processes.

#### Executing

- Commit project resources in accordance with the Project Plan to ensure that all tasks are performed.
- Manage the Project Plan by initiating tasks to produce the deliverables and ensuring that they are executed as planned in order to achieve the project objectives.
- Communicate project progress by producing project reports to provide timely and accurate project status and decision support information to sponsor and stakeholders.
- Implement quality assurance procedures by performing project control activities to meet project activities.

#### Controlling

- Measure project performance continually by comparing actual results to the baseline and applying corrective action if variance exceeds control limits.
- Ensure compliance with the change management plan by monitoring response to change initiatives in order to manage scope.
- Reassess project control plans by reviewing periodically in order to ensure their effectiveness.
- Respond to risk event triggers in accordance with the risk management plan in order to properly manage project outcomes.
- Monitor project activity by performing periodic inspections to ensure that authorized approaches and processes are followed or identify the need for corrective action.

#### Closing

- Obtain final acceptance of deliverables by obtaining formal approval from the sponsor and appropriate stakeholders to achieve closeout.
- Document lessons learned by surveying project team members and other relevant stakeholders to use for the benefit of future projects.
- Facilitate administrative and financial closure in accordance with the Project Plan in order to comply with organization, sponsor, and stakeholder's requirements.
- Preserve essential project records by archiving them for future use to legal and other records management requirements.
- Release project resources by following appropriate organizational procedures in order to optimize resource utilization.

Minimum Education:

Bachelors Degree in Business or equivalent. MBA preferred

**(P) Professional**

**(N) Non-professional**